

# The Pipeline

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June 11, 1999

## Naomi Judd to Help Kick Off Second Phase of KCHIP

By Eva Smith-Carroll, CHS communications

Country music superstar Naomi Judd will help the Cabinet for Health Services kick off Phase II of the Kentucky Children's Health Insurance Program (KCHIP) at the Civic Center in Frankfort on June 23, at 10 a.m.

Judd, a Kentucky native and former nurse, will unveil the public awareness campaign designed to encourage eligible families to apply for free health coverage for their children. Participants at the event will be trained to distribute information, identify eligible children and help families apply.

For those unable to attend the Frankfort gathering, regional meetings will be linked to Frankfort by satellite at the same time. Those meetings will be in Ashland, Hazard, Somerset, Bowling Green, Owensboro, Paducah and Northern Kentucky.

### Ashley Judd to help with PR

Naomi Judd and her daughter, actress Ashley Judd, will appear in television and radio commercials promoting KCHIP and prompting families to apply.

Starting July 1, KCHIP will provide free health insurance to uninsured children in families with incomes under 150 percent of the federal poverty level – \$25,050 a year for a family of four. An estimated 100,000 children in Kentucky are in this category.

Last July, KCHIP coverage was offered to teens ages 14 through 18 who live in families with incomes below 100 percent of poverty – \$16,700 a year for a family of four.

CHS is heading up an aggressive outreach effort to make sure eligible families learn about KCHIP and apply for coverage. The cabinet is working with local health departments, health care providers, schools, family resource and youth services centers, the Cabinet for Families and Children and other interested groups and individuals.

For more information about the kickoff, call the KCHIP office at (502)564-6890.

## Internal Customer Service Appreciation Week Schedule

Internal Customer Service Week, celebrating the first anniversary of restructuring the Cabinet for Families and Children, is June 14-18.

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*"I am pleased this week has been declared Internal Customer Service Week to recognize the assistance we provide to our colleagues. It is only when we provide quality services to each other that we can perform optimally."*

*CFC Secretary Viola Miller*

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Informational booths will be staffed in the CHR lobby, 11:45 a.m.–12:15 p.m., throughout the week. The Division of Child Support, First City Complex, will host an Open House June 17, 1–3 p.m. Van service from the CHR Building to First City Complex will be available. The van will depart from the lobby side of the CHR Building.

Unless otherwise noted, all events are 11:45 a.m.–12:15 p.m.:

### June 14 Health Services Auditorium

James Driver, Health Services' own humorous speaker will offer a dynamic talk on Speed versus Need.

### June 15 Health Services Auditorium

Dr. Clifford Kuhn, the laugh doctor, will provide a Ha-Ha-Ha Prescription. (Training Credit is Available.)

### June 16 Health Services Auditorium

CFC Secretary Viola Miller will speak in recognition of the tremendous efforts made by all CFC employees in restructuring. She will also talk about improving internal customer service.

### June 17 Front of CHR Building Lobby (11:30 a.m.–1 p.m.)

Gina Carter-Smith and Buddy Irvin, the infamous duo, will sing for your luncheon pleasure.

### June 18 Front of CHR Building Lobby

The Country Rockers, the well-known, high-energy group, including CFC's very own high-stepping Debbie Burton and special guest, Ann Aukerman, will dance for your entertainment.

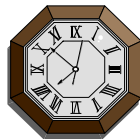
## Central Office Notes and Activities



- The **Cooper-Clayton Stop Smoking Method** will be offered to all employees of any agency in the Human Resources Building. The 12-week session begins June 22 and will be held every Tuesday, noon – 1 p.m. through Sept. 21. The only cost is for nicotine patches or gum. Call the Community Health Branch of CHS at (502)564-7996
- Nominations for CFC **Employees of the Month** are due by the 15th of each month. For more information, or to submit a nomination, contact Charlene Nation or Carmen Maxson of the Employee Services Branch, CHR-5, phone (502)564-7770. Nominations may also be sent by e-mail.
- Linda Burke of CHS' public health has established a **Fibromyalgia Support Group**, which will meet the third Thursday of each month. Everyone is invited. The next meeting will be at 7 p.m. June 17 at Highland Christian Church. For more information, call Linda Burke at (502)564-7213.
- New **CFC t-shirts** are available for ordering now. The shirts are stone-colored and are \$10 for S, M, L and XL; \$11 for XXL and XXXL. Call Bonnie Cox at 564-5028 to place your order. She will also accept orders via email.
- The **American Red Cross** will take donations of blood July 7, 9 a.m. – 1:30 p.m. in the lobby of the Health Services Building. Division recruiters will make appointments for the drive. For additional information, call Dora Kerns, of the Cabinet for Health Services, (502)564-2772, ext. 126, or Debbie Armstrong, of the Cabinet for Families and Children, (502)564-7770.
- The **aerobics program** gets a workout every Tuesday and Thursday at 5 p.m. in the cafeteria. Call Beth Bates at (502)564-7718 for more information.

## Plan Ahead Now to Plan Ahead

The new Kentucky Department of Parks reservations policy really lets you plan ahead.



Beginning Jan. 3, you can make reservations for your year 2003 vacation at a state park. The new policy allows guests to make room reservations up to three years in advance. This is a change from the current policy, which allows guests to make reservations only one year in advance.

## CFC's SFY '99 Closeout Update

*By Carolyn Turner, CFC/OPS/Purchasing Branch*

**STARS** will be closing a week earlier this year because of implementation of MARS July 1, and the Cabinet for Families and Children, Division of Financial Management, must receive all payment documents by June 30.

**Refunds** of 1998-99 expenditures will be posted to old year expenditure accounts if received in the Finance Cabinet Division of Accounts by July 2.

**Travel Expense Vouchers, DOA-34**, chargeable against old year funds must be received in the Division of Accounts by July 2. Therefore, all Travel Vouchers should be completed, forwarded, and received in the Reimbursement Branch by close of business **June 18, 1999**. All travel vouchers not received in the Reimbursement Branch by the **June 18, 1999** deadline, will be returned to the employee to be processed in MARS after **July 1** implementation date.

**KAPS Generated Encumbrances & Obligations** – Until July 2, an agency may process a Fiscal Year Advice of Change on KAPS POs for goods or services not received. This advice will liquidate the old year encumbrances. During the final week of old year processing, all remaining obligations and encumbrances related to KAPS requisitions and purchase orders will be liquidated by Journal Vouchers.

**Procurement Card Payments** – Payment documents for procurement card purchases prior to June 17 must be both physically in hand in the Division of Accounts and electronically on the STARS Pending File by 4:30 p.m., July 2 to be paid from 1998-99 funds.

**IMPORTANT:** Do not wait until June 30 to send all payments for processing

### Attention: Health Services Fiscal Managers

*Please monitor payment processing for delays!*

The Office of Program Support recognizes the multiple demands on employees' time, due to extensive absences for MARS training. However, the Financial Management and Reporting Branch must receive all payment documents for SFY '99 in time for internal processing, in order to forward documents to Finance by July 2.

## How to Speak MARS

By Barbara Rutledge, CHS-OPS

If you have taken a few MARS classes, you are no doubt becoming familiar with the new language and “Martian” way of thinking. How many of these MARS facts and terms are you familiar with?

- \* MARS uses three types of tables:
  - System-maintained:** changes made by the Finance, Division of Accounts.
  - User-maintained:** changes made by the agency originating the table.
  - Hybrid:** some fields changed by Finance; others changed by originating agency.
- \* Software for MARS was developed for use in other states. Some modifications were made to add fields needed by Kentucky, but some fields we do not need were not removed due to the cost of modifying the software. These fields may appear on your MARS screen as aqua (protected) fields or as white (unprotected) fields. In some cases, though Kentucky technically does not need the fields, you will populate the fields because they are “required” fields in the MARS system, and must be populated in order for the software to process data.
- \* A user can move around in MARS in many ways:
  - Select items from a drop-down menu.
  - Use function and control/alt keys.
  - Click on icons on the task/tool bars.
- \* Some fields were created for special needs of certain agencies. Other agencies will not enter data in these fields.
- \* “Martians” who prefer the keyboard to the mouse may use the following key commands for common Mars tasks:
  - Browse Data—F4
  - More Data—F5
  - Related Data—F2
  - Window/Close Open Windows—Alt + F6
  - Process/Edit—F7
  - Run—F8
  - Approve—F12
  - Beginning of Data—Shift + F5
  - Get Specific Data—Shift + F7
  - Previous Page—Shift + F3
  - Next Page—Shift + F4
- \* “MARS Tips” you may want to remember:
  - Always enter zeros after a decimal point, even if there are no cents in the amount.
  - Work error messages from the top down.
  - Correcting the first error may automatically correct several others.

## Help Desk Set Up for MARS

A new Customer Resource Center or “help desk” in the Finance and Administration Cabinet is poised to provide support when MARS (Management Administrative and Reporting System) goes into full effect July 1.

A 12-member team will assist all government agencies with substantial administrative and technological changes about to go into full force as part of EMPOWER Kentucky. The team will ensure that agencies get the help they need to implement MARS, the more economical, efficient, and user-friendly system that supports financial and material management.

Besides serving as the help desk for MARS users, the Center will gradually move toward providing support for all administrative services, training programs and assessment for the new systems. It will also assist agencies in making continuous improvements to services and customer relations.

The staff will be trained in customer service and effective communications, and will have a goal of making sure “customers” will have personal contact with center staff.

“If we don’t have an immediate answer to a question, we’ll pursue the direction needed and let the caller know. Our intention is to solve problems and issues within 24 hours,” said Robert Burnside, who will head the Center’s team.

### Donated Sick Leave Needed

**Donna Aldridge** of the Division of Laboratory Services in the Dept. for Public Health is currently on extended sick leave after having surgery. Contact Regina Hutcherson at (502)564-4446 to donate time.

**Joyce Turley** of Medicaid Services, who was seriously injured in an automobile accident February 10, also needs sick leave. Contact Peggy Puckett at 564-5472.

**Ruth Wilhoite** of CFC’s Family Support is on medical leave following back surgery. To donate leave time, contact Charlene Nation or Carmen Maxson at (502) 564-7770.

**Pipeline**, a weekly newsletter for employees of the Cabinets for Families and Children and Health Services, welcomes reader comments and contributions. Items for *Pipeline* are due by 4:30 p.m. Tuesday; items for intercom announcements are due by 4:30 p.m. Monday. Call (502) 564-6786 or send information to Patricia Boler at [Patricia.Boler@mail.state.ky.us](mailto:Patricia.Boler@mail.state.ky.us)